

Q+A Website

**My child is registered at a location with a waiting list. How long will it take before a place is available?**

It is very difficult to say how long a child must wait before a place is available. Bimbola works with certain criteria that can determine how long the wait is. For example if child has a brother/sister already at the centre they will receive priority. It often depends on when a place becomes available in a group that is suitable (same age) for the child concerned. Every centre has days that are busier than others as the demand for care is big. The staff of the customer support desk can inform you what the possibilities for each day at the centre of your choice.

**Can I have flexible care and what are the costs?**

By flexible care we mean that your child does not have care on fixed days during the week but on various days. The staff of the customer support desk are happy to inform you of the availability and what the possibilities are at the centre of choice. In all cases with a flexible contract an average number of days per week must be taken with a minimum of one day. A schedule must be made at least one month before the month that care begins.

The hourly rate in 2018 is €8.44. Care during even or uneven weeks also fall under flexible care.

**When will I be called by the care centre for trial days?**

You will be contacted at least two weeks before the start of care to make an appointment for an intake interview. During this interview we will discuss how and when the trial period can take place for your child to allow him/her to get used to the group.

**How can I get in touch with the location where my child is?**

When your child begins at day care you will receive all relevant contact details. If you no longer have these details then it is advisable to call the customer support desk at 010-2132027. They can then connect you with the centre where your child is.

It is also possible to contact the location via the Bimbola app. The app can also be used to report that a child is ill and can not attend.

**How can I log in to the parents portal/Bimbola app?**

Every new placement will receive log in details 4 weeks prior to placement. Your email address is also your user name. You will receive an instruction booklet from the staff of the customer support desk.

If you are unable to log in or you can't find the link then contact the customer support desk at 010-2132027. They will check if your email address is correct.

If you have questions about reminders, payments, credit-notes or standing orders, please contact our accounts department at 010-2207258. Requests for extra days or day changes can also be done through the customer support desk.

### **How can I request extra care or exchange days?**

Extra care is best request via the Bimbola app. The staff member at the group van then check availability and approve your request or offer an alternative if the request is denied.

The same applies to exchanging days. The following should be taken in to consideration. An exchange day must always be requested in advance. Exchange days cannot be done retrospectively because exchanging days must be seen as an extra service that is dependant on availability. There must always be two weeks between the date of request and the date the exchange day is planned.

After school care (BSO) must also be requested as extra care. You may choose for payment from credits if these have been purchased beforehand.

### **Do I also pay for Public holidays?**

In the total number of hours for after school care per year, public holidays have not been included. Therefore there is no compensation for public holidays.

This is different for child care centres. If your regular day for day care is on a public holiday then you are allowed to move to a new date. You will automatically receive a credit in the Bimbola app. For this. Rayment of the day in question is also possible. To be refunded you must send an email to [kindplanning@bimbola.nl](mailto:kindplanning@bimbola.nl).

Please note that credits for public holidays are only valid for a limited time and all request should be made before the credits expire.

### **Why do I receive an invoice during the holidays when I do not have child care?**

Bimbola sends invoice on the basis of an average number of hours per month.

The hours of care for BSO (after school care) and KDV( child care centre) without care during the holidays are calculated on the basis of a calendar year or school year. The hours are divided of 12 equal months and invoiced. There is no need to stop the government support for child care during the school holidays. If you wish to stop early and require less hours than you have paid for, then you will of course be compensated.

### **Who can I contact about the invoice that I have received?**

If you have a question about your invoice (for example the number of hours/total amount) please contact the customer support desk at 010-2132027

If you have any questions about reminders, payments, credit-invoices or standing orders, please contact the accounts payable department at 010-2207258

I have a contract for 46 weeks of day care. What happens if I do not take 6 weeks of vacation?

Your monthly invoice is based on 46 weeks per year of care. If you require more care than initially expected then that is not a problem. The hours of care that are extra will be charged to you additionally.

### **How can I terminate the contract and what are the conditions?**

Termination of contract can be done by email. [kindplanning@bimbola.nl](mailto:kindplanning@bimbola.nl)

Minimum notice is one month

Notice can be given per any day of the month

To ensure the quality of our services we request to know the reason for termination. It is appreciated if this is conveyed in the termination mail.

For TSO one month notice is also required on the first day of the month following termination.

Termination of a TSO contract can be done by email. [tso@bimbola.nl](mailto:tso@bimbola.nl)

### **How is the invoice for between school care calculated?**

We receive all school schedules at the beginning of each school year. We use the schedule to calculate the number of days that are required for children that stay after/between school. Holidays, Public Holidays and unscheduled school holidays are not included. The total is then divided by 10 equal months (September until June)

### **Can I temporarily discontinue care for my child?**

We are unable to temporarily stop care for a child. If you wish to discontinue care then the child place must be cancelled altogether taking into account a period of notice of one month. You must then re-apply for care. Please take into consideration as there may be a waiting list and that the place that you cancelled may no longer be available or has been offered to someone else. We offer no guarantees for a place after termination. This should be taken into consideration.

### **I received a credit-note. How has this been calculated?**

If you have given Bimbola a standing order for your fees then the credit-note will be credited to the amount normally deducted.

Please contact our accounts payable department if you have any questions.